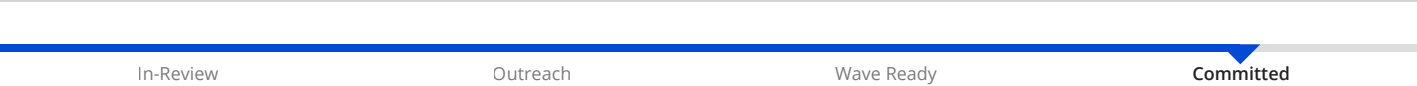


[Records](#) / [Appeals](#)

# FY16 eUnisol Invoice Denial - #160151

- [Summary](#)
- [Associated FRNs](#)
- [Appeal Reviewers Summary](#)
- [Documents](#)
- [Comments](#)
- [Review History](#)
- [Review Note History](#)
- [Related Requests](#)
- [News](#)
- [Related Actions](#)



## ▼Appeal Information

[View Statuses \(+\)](#)

**Funding Year**

2016

**Submitting Organization**

HAYWARD UNIFIED SCHOOL DISTRICT (BEN: 144192)

**Created By**

Johnna Hensen

**Created On**

8/15/2019 1:54 PM EDT

## ▼Main Contact

**Name**

Johnna Hensen

**Email**

erate@adtechgroup.com

**Phone Number**

530-330-0567

## ▼Narrative

The Hayward Unified School District is seeking to appeal the USAC decision to deny appeal #133061filed February 14, 2019 on Form 472 invoice 2535019 due to the service provider not certified. The request is to be reimbursed not to validate the provider. Please find attached documentation showing the District did all that was required of them. We respectfully appeal the decision to deny payment based on the fact that we cannot control the service provider not filing a Form 472 Service Provider Annual Certification and extensive attempts have been made to make contact with them to do so.

## ▼Appeal Details

**Decision appealed by applicant**

Revised Funding Commitment Decision Letter

**Type**

FCC Referral

**Category**

Form 472 (BEAR)

If you wish to modify or cancel your appeal, or, if you have any questions about your appeal, please contact the E-rate Program's Client Service Bureau (CSB) at (888) 203-8100.

[View Supporting Documentation \(-\)](#)

## ▼Supporting Documentation

Document ID	Document	Description	Upload Stage	Uploaded By	Uploaded On
59659	<a href="#">Hayward Eunisol Contact Attempt.pdf</a>	Attempt to contact service provider	Intake	Johnna Hensen	8/15/2019 1:54 PM EDT
59658	<a href="#">Hayward eUNISOL Service Provider Status.pdf</a>	Service Profider Status	Intake	Johnna Hensen	8/15/2019 1:54 PM EDT
59657	<a href="#">Hayward FY116 BEAR Denial.pdf</a>	BEAR Notification Letter	Intake	Johnna Hensen	8/15/2019 1:54 PM EDT
59660	<a href="#">Hayward FY16 BEAR Denial Appeal.pdf</a>	BEAR Denial Appeal Letter	Intake	Johnna Hensen	8/15/2019 1:54 PM EDT
59661	<a href="#">Hayward FY16 BEAR Denial RFCDL Appeal.pdf</a>	RFCDL Denial Appeal Letter	Intake	Johnna Hensen	8/15/2019 1:54 PM EDT
59655	<a href="#">Hayward FY16 C2 eUNISOL BEAR.pdf</a>	BEAR Invoice	Intake	Johnna Hensen	8/15/2019 1:54 PM EDT
59656	<a href="#">Hayward Proof of Payment.pdf</a>	Proof of Payment	Intake	Johnna Hensen	8/15/2019 1:54 PM EDT
					7 items

## Johnna Hensen

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**From:** Johnna Hensen  
**Sent:** Monday, February 18, 2019 12:12 PM  
**To:** 'jho@eunisol.com'  
**Cc:** Russell Selken  
**Subject:** Hayward Erate Contact

Hi John,

Thank you for your call today.

Thank you,  
Johnna Hensen  
E-Rate Consultant  
Advanced Technology Group, Inc. (ATG)  
[jhensen@adtechgroup.com](mailto:jhensen@adtechgroup.com)  
530.330.0567 (Office)  
530.852.3951 (Fax)

## Johnna Hensen

---

**From:** Les Hedman, EIT Director <lhedman@husd.k12.ca.us>  
**Sent:** Tuesday, February 19, 2019 12:03 PM  
**To:** Johnna Hensen  
**Cc:** Tammy Koning; John Ho  
**Subject:** Re: ATG Call

Hi Johnna/Russ,  
I just spoke with John after our call. He said that he is working on the information and you will be hearing from him today or tomorrow at the latest.

Les Hedman

Educational Information Technology Director

Hayward Unified School District

☎ 510.784.2600 x72524

✉ [lhedman@husd.k12.ca.us](mailto:lhedman@husd.k12.ca.us)

On Tue, Feb 19, 2019 at 9:29 AM Johnna Hensen <[jhensen@adtechgroup.com](mailto:jhensen@adtechgroup.com)> wrote:

Hi Les and Tammy,

Do you have time for a quick (15 min. <) call with Russ and I today any time between 12:30-2:45?

Thank you,

Johnna Hensen

E-Rate Consultant

Advanced Technology Group, Inc. (ATG)

[jhensen@adtechgroup.com](mailto:jhensen@adtechgroup.com)

530.330.0567 (Office)

530.852.3951 (Fax)

## Johnna Hensen

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**From:** Les Hedman, EIT Director <lhedman@husd.k12.ca.us>  
**Sent:** Monday, February 25, 2019 8:32 AM  
**To:** John Ho  
**Cc:** Johnna Hensen; Russell Selken  
**Subject:** Erate Reimbursement

Hi John,

Per our conversation last week, you were going to follow up with USAC/SLD and Advance Technology Group regarding completing the necessary forms for HUSD to receive the our outstanding reimbursement related to our Uninterruptible Power Supply purchase from you two years ago. Please reply with the update to your follow up. Thanks.

Les Hedman

Educational Information Technology Director

Hayward Unified School District

☎ 510.784.2600 x72524

✉ [lhedman@husd.k12.ca.us](mailto:lhedman@husd.k12.ca.us)





## Schools and Libraries

[USAC Home](#) | [Schools and Libraries Program](#) | [Search Tools](#) | [Service Provider Download Tool](#)

### SERVICE PROVIDER DOWNLOAD TOOL

This tool provides service provider data for USAC's Schools and Libraries Program. Enter your search criteria then select "Search". If you wish to view and download all service provider data do not enter any search criteria. Click on the hyperlink for the SPIN to view all details associated with a service provider. You can download all data in a CSV (commas separated value) file by clicking the "Export" button.

You can find a detailed data map and definitions for all fields in the [Service Provider Download Tool User Guide](#).

#### Search Criteria

Service Provider Name	<input type="text"/>	<i>e.g. full or partial name</i>	Data is updated nightly and includes the latest updates to EPC service provider profile data.
SPIN	<input type="text"/>		
Status	<input type="text" value="All"/>		
City	<input type="text"/>		
State	<input type="text" value="All State"/>		
Zip Code	<input type="text"/>	<i>e.g. 12345</i>	

[Reset](#)   [Search](#)

[Export](#)

Show  entries

Search:

SPIN	Service Provider Name	Doing Business As	Status	Contact Name	Email	Phone	Spac Filed (FCC Form 473)
<a href="#">143049081</a>	EUNISOL GROUP, INC.	EUNISOL	Active	JOHN HO	jho@eunisol.com	510-651-2417	

Showing 1 to 1 of 1 entries

Previous  Next



Schools and Libraries Division

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Form 472 (BEAR) Notification Letter

December 19, 2018

JOHN HO  
EUNISOL GROUP, INC.  
41353 Albrae Street  
Suite B  
Fremont, CA 94538

Re: Invoice Number - as assigned by USAC: 2535019  
Service Provider Identification Number: 143049081  
Reimbursement Form Number: Hayward FY15 eUNISOL  
Billed Entity Number: 144192

Hensen Johnna  
HAYWARD UNIFIED SCHOOL DISTRICT  
1731 Capri Drive  
Yuba City, CA 95993

Preferred Mode of Contact: E-mail at [erate@adtechgroup.com](mailto:erate@adtechgroup.com)  
Total Amount of Reimbursement Approved for Payment: \$0.00

This letter is your notification that the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has processed an FCC Form 472, "Billed Entity Applicant Reimbursement (BEAR)" Form from the above named applicant listing you as the service provider. USAC has committed to reimburse the discounted portion of the cost of eligible services provided to eligible entities pursuant to one or more FCC Forms 471, "Description of Services Ordered and Certification Form".

In certain instances, a line may not have been paid. Review the BEAR Letter Applicant Reimbursement Report (Report) following this letter for the reason(s) this may have occurred. For more information about lines that have not been paid, see the explanation of Invoice Error Codes in Step 9 on our website. Work with the applicant (your customer) to correct any errors. Once corrected, your customer may submit a new BEAR using the BEAR Online tool from the Apply Online area or Required Forms section of our website to request reimbursement for any unpaid lines.

If a new BEAR cannot be submitted before the invoice deadline passes, you or your customer may submit a request for a deadline extension. (See "Invoice Deadlines and Extension Requests" posted in the SLD section of our website for more information.)

TO APPEAL THIS DECISION:





Schools and Libraries Division

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Form 472 (BEAR) Notification Letter

December 19, 2018

JOHN HO  
EUNISOL GROUP, INC.  
41353 Albrae Street  
Suite B  
Fremont, CA 94538

Re: Invoice Number - as assigned by USAC: 2535019  
Service Provider Identification Number: 143049081  
Reimbursement Form Number: Hayward FY15 eUNISOL  
Billed Entity Number: 144192

Hensen Johnna  
HAYWARD UNIFIED SCHOOL DISTRICT  
1731 Capri Drive  
Yuba City, CA 95993

Preferred Mode of Contact: E-mail at [erate@adtechgroup.com](mailto:erate@adtechgroup.com)  
Total Amount of Reimbursement Approved for Payment: \$0.00

This letter is your notification that the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has processed an FCC Form 472, "Billed Entity Applicant Reimbursement (BEAR)" Form from the above named applicant listing you as the service provider. USAC has committed to reimburse the discounted portion of the cost of eligible services provided to eligible entities pursuant to one or more FCC Forms 471, "Description of Services Ordered and Certification Form".

In certain instances, a line may not have been paid. Review the BEAR Letter Applicant Reimbursement Report (Report) following this letter for the reason(s) this may have occurred. For more information about lines that have not been paid, see the explanation of Invoice Error Codes in Step 9 on our website. Work with the applicant (your customer) to correct any errors. Once corrected, your customer may submit a new BEAR using the BEAR Online tool from the Apply Online area or Required Forms section of our website to request reimbursement for any unpaid lines.

If a new BEAR cannot be submitted before the invoice deadline passes, you or your customer may submit a request for a deadline extension. (See "Invoice Deadlines and Extension Requests" posted in the SLD section of our website for more information.)

TO APPEAL THIS DECISION:



Please see the Guide to Letter Reports posted on our website for an explanation of the items listed in the attached Report.

COMPLETE PROGRAM INFORMATION is posted on our website. You may also contact our Client

Service Bureau using the "Submit a Question" link on our website, toll-free by fax at 1-888-276-8736 or toll-free by phone at 1-888-203-8100.

Schools and Libraries Division  
Universal Service Administrative Company

CC: HAYWARD UNIFIED SCHOOL DISTRICT



BEAR NOTIFICATION LETTER APPLICANT REIMBURSEMENT REPORT

Form 471 Application Number: 161042584  
Funding Request Number: 1699093646  
Funding Year 2016: 07/01/2016 - 06/30/2017  
Contract Number:  
Funding Commitment Decision: \$145948.32  
Reimbursement Amount for this FRN: \$0.00  
Reimbursement Request Decision Explanation:  
Service Provider Not Certified;

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Universal Service Administrative Co.  
Attn: Schools and Libraries Program  
700 12<sup>th</sup> Street, NW, Suite 900  
Washington, DC 20005

Applicant: Hayward Unified School District  
BEN: 144192  
SPIN: 143049081  
Form 471: 161042584  
FRN: 1699093646

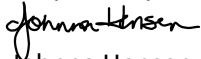
Re: Appeal of Decision of Reimbursement Request Decision Service Provider Not Certified

The Hayward Unified School District is seeking to appeal the USAC decision to deny payment on Form 472 invoice 2535019 due to the service provider not certified.

Hayward Unified School District purchased the Category 2 equipment on FRN 1699093646 in November 2016. Prior to being funded. The FRN went through extensive review and a subsequent commitment adjustment before the invoice was submitted for payment. Since receiving the Form 472 BEAR Notification Letter, numerous attempts have been made by multiple district personnel and their Erate Consultant to contact the vendor via email, phone and in person all to no avail. It is thought that the business may have dissolved, possibly as early as late 2016 when payment for the purchase was made to US Bank NA, Trust Finance Management and online research shows that the business is closed.

We respectfully appeal the decision to deny payment based on the fact that we cannot control the service provider not filing a Form 472 Service Provider Annual Certification and extensive attempts have been made to make contact with them to do so.

Respectfully,



Johnna Hensen

P.O. Box 317

Meridian, CA 95957

Phone: 530.330.0567

Email: [jhensen@adtechgroup.com](mailto:jhensen@adtechgroup.com)

Universal Service Administrative Co.  
Attn: Schools and Libraries Program  
700 12<sup>th</sup> Street, NW, Suite 900  
Washington, DC 20005

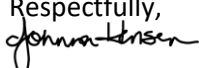
Applicant: Hayward Unified School District  
BEN: 144192  
SPIN: 143049081  
Form 471: 161042584  
FRN: 1699093646

Re: Appeal of Revised Funding Commitment Decision Letter

The Hayward Unified School District is seeking to appeal the USAC decision to deny appeal #133061 filed February 14, 2019 on Form 472 invoice 2535019 due to the service provider not certified. The request is to be reimbursed not to validate the provider.

Hayward Unified School District purchased the Category 2 equipment on FRN 1699093646 in November 2016. Prior to being funded. The FRN went through extensive review and a subsequent commitment adjustment before the invoice was submitted for payment. Since receiving the Form 472 BEAR Notification Letter, numerous attempts have been made by multiple district personnel and their Erate Consultant to contact the vendor via email, phone and in person all to no avail. It is thought that the business may have dissolved, possibly as early as late 2016 when payment for the purchase was made to US Bank NA, Trust Finance Management and online research shows that the business is closed.

We respectfully appeal the decision to deny payment based on the fact that we cannot control the service provider not filing a Form 472 Service Provider Annual Certification and extensive attempts have been made to make contact with them to do so.

Respectfully,  


Johnna Hensen

P.O. Box 317

Meridian, CA 95957

Phone: 530.330.0567

Email: [jhensen@adtechgroup.com](mailto:jhensen@adtechgroup.com)

Universal Service for Schools and Libraries

Please read instructions before completing. (To be completed by schools, libraries, or consortia.)

BILLED ENTITY APPLICANT REIMBURSEMENT FORM

For reimbursement of discounts on approved services already paid for by the Billed Entity Applicant.  
Only one Service Provider Identification Number (SPIN) per form.  
Must be completed and signed by the Billed Entity Applicant.

Persons willfully making false statements on this form can be punished by fine or forfeiture, under the Communications Act, 47 U.S.C. Secs. 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. Sec. 1001.

FCC NOTICE FOR INDIVIDUALS REQUIRED BY THE PRIVACY ACT AND THE PAPERWORK REDUCTION ACT

Part 54 of the Commission's Rules authorizes the FCC to collect the information on this form. Failure to provide all requested information will delay the processing of the application or result in the application being returned without action. Information requested by this form will be available for public inspection. Your response is required to obtain the requested authorization.

The public reporting for this collection of information is estimated to range from 1 to 2 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, AMD-PERM, Paperwork Reduction Act Project (3060-0856), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to PRA@fcc.gov. PLEASE DO NOT SEND YOUR RESPONSE TO THIS FORM TO THIS ADDRESS.

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0856.

THE FOREGOING NOTICE IS REQUIRED BY THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. 552a(e)(3) AND THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.

Applicant Form Identifier (Create an identifier for your own reference) Hayward FY15 eUNISOL	FCC Form 472 Invoice # (To be inserted by administrator) 2535019
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BLOCK 1: HEADER INFORMATION	
1. Billed Entity Name	Hayward Unified School District
2. Billed Entity Number	144192
3. Service Provider Identification Number (SPIN)	143049081
Applicant FCC Form 498 ID	443013121
4. Contact Name	Johnna Hensen
5. Contact Telephone Number	530- 3300567 ext
6. Total Reimbursement Amount (total from Block 2, Column 14)	\$143,758.80



**Billed Entity Applicant Reimbursement Form****For reimbursement of discounts on approved services already paid for by the Billed Entity Applicant.**Billed Entity Name \_ Hayward Unified School District Billed Entity Number \_ 144192Contact Name \_ Johnna Hensen Contact Telephone Number \_ 530-3300567Applicant Form Identifier \_ Hayward FY15 eUNISOL**BLOCK 2: LINE ITEM INFORMATION PER FUNDING REQUEST NUMBER**

	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)
	FCC Form 471 Application Number (from Funding Commitment Decision Letter)	Funding Request Number (FRN) (from Funding Commitment Decision Letter)	Bill Frequency	Customer Billed Date (mm/yyyy)	Shipping Date to Customer or Last Day of Work Performed (mm/dd/yyyy)	Total (Undiscounted) Amount for Service	Discount Rate	Amount Billed to USAC (Column 12 multiplied by Column 13)
			DO NOT WRITE IN THIS COLUMN.	For each FRN, complete either Column (10) or Column (11), but not both Columns				
1	161042584	1699093646		11/8/2016		\$169,128.00	85.00	\$143,758.80
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
<b>TOTAL REIMBURSEMENT AMOUNT TO BE ENTERED INTO ITEM (6)</b>								<b>\$143,758.80</b>

# BILLED ENTITY APPLICANT Reimbursement Form

Billed Entity Name Hayward Unified School District

Billed Entity Number 144192

Contact Name Johnna Hensen

Applicant Form Identifier Hayward FY15 eUNISOL

## Block 3: Billed Entity Certification

I declare under penalty of perjury that the foregoing is true and correct and that I am authorized to submit this Billed Entity Applicant Reimbursement Form on behalf of the eligible schools, libraries, or consortia of those entities represented on this Form, and I certify to the best of my knowledge, information and belief, as follows:

- A. The discount amounts listed in this Billed Entity Applicant Reimbursement Form represent charges for eligible services and/or equipment delivered to and used by eligible schools, libraries, or consortia of those entities for educational purposes, on or after the service start date reported on the associated FCC Form 486.
- B. The discount amounts listed in this Billed Entity Applicant Reimbursement Form were already billed by the Service Provider and paid for by the Billed Entity Applicant on behalf of eligible schools, libraries, and consortia of those entities.
- C. The discount amounts listed in this Billed Entity Applicant Reimbursement Form are for eligible services and/or equipment approved by the Fund Administrator pursuant to a Funding Commitment Decision Letter (FCDL).
- D. I acknowledge that I may be audited pursuant to this application and will retain for at least 10 years (or whatever retention period is required by the rules in effect at the time of this certification), after the latter of the last day of the applicable funding year or the service delivery deadline for the funding request any and all records that I rely upon to complete this form.
- E. I certify that, in addition to the foregoing, this Billed Entity Applicant is in compliance with the rules and orders governing the schools and libraries universal service support program, and I acknowledge that failure to be in compliance and remain in compliance with those rules and orders may result in the denial of discount funding and/or cancellation of funding commitments. I acknowledge that failure to comply with the rules and orders governing the schools and libraries universal service support program could result in civil or criminal prosecution by law enforcement authorities.

15. Signature of authorized person **Signed electronically by JOHNNA HENSEN**

16. Date **12/11/2018**

17. Printed name of authorized person **JOHNNA HENSEN**

18. Title or position of authorized person **Consultant**

19. Telephone number of authorized person **530- 3300567**

20. Address of authorized person **PO Box 317, Meridian CA 95957**



**HAYWARD UNIFIED SCHOOL DISTRICT**  
 24411 Amador Street, Hayward, California 94544

PAYABLE AT  
 UNION BANK  
 702-GOVERNMENT SERVICES  
 ALAMEDA COUNTY  
 350 CALIFORNIA STREET  
 SAN FRANCISCO, CA 94104  
 11-49/1210

**88- 50836697**  
 REQUISITION & WARRANT NO.

ALAMEDA COUNTY SCHOOLS BILL WARRANT  
 VOID SIX MONTHS FROM DATE OF ISSUE

ISSUE DATE	DISTRICT WARRANT NO.	AMOUNT
11/16/2016	50836697	\$71856.64**

SEVENTY ONE THOUSAND EIGHT HUNDRED FIFTY SIX AND 64/100 DOLLARS

The Treasurer  
 Will  
 Pay To

US Bank NA  
 Attn: Trust Finance Management  
 PO Box 86 LockBox 12-2639  
 Ref: Eunisol A/C 265385000  
 Minneapolis MN 55486

Examined and Approved:  
 SHEILA JORDAN, County Superintendent of Schools

**COPY - NOT NEGOTIABLE**

Examined and Allowed:  
 PATRICK O'CONNELL, County Auditor-Controller

**COPY - NOT NEGOTIABLE**  
**COPY - NOT NEGOTIABLE**  
**COPY - NOT NEGOTIABLE**

\*\*\*\* File Copy \*\*\*\*

HAYWARD UNIFIED SCHOOL DISTRICT

ALAMEDA COUNTY SCHOOLS BILL WARRANT

INVOICE DATE	INVOICE NUMBER	REF. NUMBER	DESCRIPTION	AMOUNT
11/08/16	11082016-HUSD-EIT	PARTIAL PO-701486	22.9908.0.4420.950.9240.8500.000.000	71,856.64

Issue Date	Vendor	Warrant No.	Batch	Page Total	Warrant Total
11/16/2016	119211 US Bank NA	50836697	0244	\$71,856.64	\$71,856.64



**HAYWARD UNIFIED SCHOOL DISTRICT**  
24411 Amador Street, Hayward, California 94544

PAYABLE AT  
UNION BANK  
702-GOVERNMENT SERVICES  
ALAMEDA COUNTY  
350 CALIFORNIA STREET  
SAN FRANCISCO, CA 94104  
11-49/1210

**88- 50836890**

REQUISITION & WARRANT NO.

ALAMEDA COUNTY SCHOOLS BILL WARRANT  
VOID SIX MONTHS FROM DATE OF ISSUE

ISSUE DATE	DISTRICT WARRANT NO.	AMOUNT
12/01/2016	50836890	\$66462.00**

SIXTY SIX THOUSAND FOUR HUNDRED SIXTY TWO AND 00/100 DOLLARS

The Treasurer  
Will  
Pay To

US Bank NA  
Attn: Trust Finance Management  
PO Box 86 LockBox 12-2639  
Ref: Eunisol A/C 265385000  
Minneapolis MN 55486

Examined and Approved:  
SHEILA JORDAN, County Superintendent of Schools

**COPY - NOT NEGOTIABLE**

Examined and Allowed:  
PATRICK O'CONNELL, County Auditor-Controller

**COPY - NOT NEGOTIABLE**  
**COPY - NOT NEGOTIABLE**  
**COPY - NOT NEGOTIABLE**

\*\*\*\* File Copy \*\*\*\*

HAYWARD UNIFIED SCHOOL DISTRICT

ALAMEDA COUNTY SCHOOLS BILL WARRANT

INVOICE DATE	INVOICE NUMBER	REF. NUMBER	DESCRIPTION	AMOUNT
11/21/16	11212016-HUSD-EIT	PO-701486	22.9908.0.4420.950.9240.8500.000.000	66,462.00

Issue Date	Vendor	Warrant No.	Batch	Page Total	Warrant Total
12/01/2016	119211 US Bank NA	50836890	0252	\$66,462.00	\$66,462.00